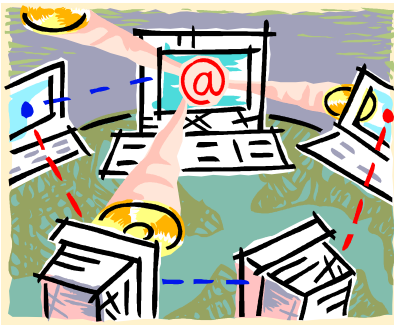


# Department of Technology Services (DTS)

## Internet/Web Service Offerings 2006



### **DTS can assist you in:**

- High-Speed Internet Access
- World Wide Web Hosting
- Domain Name Services
- Providing Your Agency's Forms Online
- Allowing Secure Public Access to Your Database and Legacy Applications



*The mission of the  
Internet Services Section is to assist  
Department of Technology Services  
customers to meet their e-business needs  
with high quality, cost-effective web  
service offerings provided and supported  
by knowledgeable and professional staff  
committed to customer satisfaction.*

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# How CAN DTS HELP You?

In today's business, market organizations must provide service and product information to a large customer base. To achieve this goal, businesses have moved to Internet/Web technology as a solution to their marketing and automation needs. The Department of Technology Services (DTS) offers a number of services that can provide solutions to meet the business needs of our customers.

## Shared Web Hosting

### Service

In a shared hosting environment, multiple customers share the same server for their web hosting needs. The server hardware, operating system, web software, and network connectivity are maintained by DTS, while content and customer applications are maintained and supported by the customer or by DTS depending on the customers needs. This service provides an economical solution to customers who have simple web hosting needs and where the customer's business requirements do not demand a dedicated environment. Statistical reports are available for an additional cost.

*Additional services can be negotiated.*

### Highlights

- An economical solution for simple web hosting needs
- Ability to scale a solution to the customer's business needs
- DTS is physically secured from the general public to provide extra security
- IP addresses and DNS registration are provided (ca.gov and state.ca.gov domains only)
- Performance monitoring and alerting functionality
- Backup/Restore offsite storage for data recovery
- Anti-Virus protection
- Restricted FTP access for content management
- Standard monthly statistics



## Dedicated Web Hosting

### Service

A Dedicated Internet Hosting Service provides a dedicated web environment for a customer. In a dedicated hosting environment, a customer leases an entire web server from DTS for their use. The server hardware, operating system, web software, and network connectivity are maintained by DTS, while content and customer applications are maintained and supported by the customer or by DTS depending on the customer's needs. This service provides various options for customers with business requirements needing a dedicated environment. We may also provide customized web hosting environments based upon the specific technical requirements provided by our customers. Standard statistical reports are available for a standard fee.

### Highlights

- An economical solution for customers who need access to SQL
- Ability to scale a solution to the customer's business needs.
- Customer scripting/programming
- Interactive Forms
- Secured online web access
- Search engines
- Standard monthly statistical reports

## Custom Web Services

- Web content support
- Web graphics
- Custom web applications
- Forms processing
- Database interface (i.e., Oracle, SQL)
- Secure access
- Website design and maintenance
- California State template conversion
- VeriSign® Digital Certificates (VeriSign® is the industry leader)
- ListServ (Mailing List) setup and configuration
- Site Search service

## Service Offerings

- Internet Design and Development
- ListServ/Internet Mail Distribution
- VeriSign® Digital Certificates
- SecureTransport
- Portal
- Site Search

## Internet Design and Development   ListServ/Internet Mail Distribution

DTS offers a variety of consulting services to provide Internet service support. Our Internet Services team provides application development support for Microsoft and Unix environments, and infrastructure support for a variety of web software and website setup. Customized statistical reporting is available for customers who require additional information not contained in our standard monthly statistical reports.

The Internet Services team also provides web content support and graphics at our hourly consulting rate. DTS is available to make recommendations for solutions to a customer's particular business needs.

### Highlights

- Application Development support in Microsoft and Unix environments
- Ability to scale a solution to business needs
- Infrastructure support for a variety of web software
- Content management support
- Graphics
- State template conversion
- Knowledgeable staff to assist with developing solutions to meet specific business needs

- The ListServ/Internet Mail Distribution Service provides the customer with the capability to send out e-mail notifications to a large number of recipients. This service allows you to provide members of an organization with workgroup collaboration, notification of upcoming events, or important news items. ListServ allows you to modify and customize your distribution lists to fit your particular business needs. The server hardware, operating system, web software, and network connectivity are maintained by DTS.

### Highlights

- Solution for customers who need to make e-mail notifications to a large number of recipients
- Ability to manage and personalize your list
- Ability to control distribution and subscriptions to mailing list

## Verisign® Digital Certificates

DTS provides their customers with the ability to request Secure Server IDs. This service provides a means to establish the identity of the server users are trying to interact with over the Internet. Once the user verifies the identity of the server, communication between the user and the target server is encrypted. As a VeriSign® Corporation Registered Authority (RA) for on site administration of 128-bit domestic server certificates, DTS has the ability to administer, install, configure, renew and revoke certificates. The ability to quickly respond to a customer's request to revoke certificates provides extra security, should there be a compromise in the customer's secure server ID.

### Highlights

- VeriSign® Digital Certificates (VeriSign® is the industry leader) .
- A solution for customers whose business requirements call for secure transmissions
- Ability to scale a solution to the customer's business needs

## SecureTransport

- SecureTransport Server is a security product that allows the secure transfer of sensitive data files among DTS internal or external subscribers. Our Secure-Transport server acts as a hub for automating secure data file transfers between you and your business partners' internal systems, as well as external systems located outside the DTS network via Internet connections. SecureTransport also provides services for the processing of data files and automated transfers.

### Highlights

- Allows the transfer of data files among DTS' internal or external customers securely, using an inexpensive method and the public internet
- Acts as a hub for automating secure data transfers
- Enhances secure end-user connections
- Provides strong levels of authentication, and data encryption
- Enables the reliable delivery of very large files

## Portal

Over the next year, DTS expects to implement a number of changes to the State portal. Some of these changes are addressed below.

### Implement Google as Portal's Search Engine.

- As a result of the search engine evaluation, DTS will replace the current search engine with Google.

### Implement a New Webpage Design.

- Based on the recommendations by the usability consultant and the State's new accessibility requirements for department websites, DTS will implement a new webpage design for the portal.



### Implement Webmasters Guide.

- To assist departments' webmasters in making similar changes to department websites, DTS has acquired a consultant to develop a website of design templates and guidelines for webmasters. The website will be the departments' online guide for the new webpage design, accessibility and usability policies and guidelines, and linkages to other webmaster resources.

### Incorporate Payment Engine Requirements in Payment Acceptance Procurement.

- The DGS is leading a statewide effort to procure payment acceptance services. Specifically, this effort involves acquiring payment acceptance services from a private entity. The services would include processing payments received through online systems and over the telephone. Since DGS' efforts include online systems, the payment engine business requirements produced by DTS will be incorporated into DGS' effort.

### Develop Feasibility Study Report (FSR) for Increases in Portal Functions.

- As noted above, the State's current portal may not include all of the functions that departments need to implement online systems. DTS expects to complete a FSR describing any additional portal functions needed to meet department requirements for online systems.

### Award Contract for Private Industry Partner to Assist in Developing Online Systems.

- Some departments are interested in implementing online systems. In some circumstances, departments may not have all of the skills needed to develop these types of systems. The State expects to award a contract sometime in 2007 that departments can use to gain assistance in developing online systems.

## Site Search

DTS offers State of California departments an affordable website search service. Built on the industry leading Google Search Appliance (GSA), DTS Site Search delivers amazingly fast and accurate search results.

## Highlights

- Affordable service may be offered to customers with up to 50,000 documents for less than the cost of purchasing your own Google Mini - *larger document limits may also be supported.*
- All features of the Google.com web search - *search box commands, Boolean commands, advanced search, and search help.*
- DTS Service Desk phone support and DTS Search Administrator support for setup and on-going technical issues.
- Build your search solution based on DTS best practices developed from DTS' years of experience with Enterprise Search.
- Existing template may be applied to the results webpage and is also customizable - *fully customize your results webpage by returning search data in XML.*
- Search webpage meets Section 508 and WCAG "AA" accessibility standards and complies with the new CA State Portal design.
- Administrator documentation is provided on-line via the Administration Console and Google Enterprise Support website.
- Includes access to an administrator's console for your technical contact to manage and configure XSLT templates, features and account settings.

## Administration Console Features

- Initial DTS training
- Index rollback, manual and automatic
- Manage recommend links (KeyMatch)
- Indicate sites to crawl and crawl patterns
- Configure & customize front\_end (results page)
- Manage related queries (synonyms)
- Implement custom content filtering
- Remove unwanted documents (exclusions)
- Reporting:
  - Crawl diagnostics
  - Crawl queue inquiry
  - Content statistics
  - Serving statistics
  - Search reports
  - Search logs
- DTS Site Search is hosted at the State of California DTS data center insuring 24/7 availability, reliability and security.
- The Google Search Appliance-based site search architecture is fully redundant and load balanced. We also maintain a hot-swap spare unit to insure maximum search availability in the event of an appliance failure.

## Highlights (cont:)

- Some DTS-provided customizations (search box and results page programming including complex results pages, XSLT programming, etc.) require a service request at additional cost.

### At-a-Glance Features

- Customizable XHTML Results Page (or pure XML)
- Results fields (date, doc type, size, cached or text version)
- Custom meta fields
- Custom collections
- Spell Suggestion
- Search results “Sort by” options.
- Context highlighting to emphasize search terms found in context.
- Dynamic summaries

### Indexing Controls

- Automatically spiders (crawls) site content, including dynamic content and over 200 document mime-types (if necessary)
- Incremental crawling and indexing to conserve bandwidth and quick updates
- Parallel indexing for rapid crawling

### Search Optimization Guidelines

- Content governance assistance
- Search optimization best practices assistance

### Data Center Hosted

- GSA-based so you’ll never run out of disk space for your search collection(s).
- High bandwidth means rapid searches for many simultaneous visitors.
- Redundant architecture – the DTS search system is built on data center standard redundant architecture for 24/7 availability.

Additional Google Search Appliance product features may be view at:

[www.google.com/enterprise/gsa/features.html](http://www.google.com/enterprise/gsa/features.html)

## Roles and Responsibilities

- New Client to DTS
- Customer Responsibilities
  - Guidelines When Requesting Content Updates
- Joint Responsibilities (DTS & Customer)
- Service Offering Customer Startup Checklist
- Customer Administration Duties Checklist

DTS has extensive experience in hosting websites and web applications, and can provide our customers with detailed project cost estimates and project plans for implementation.

Internet Services technical support staff will provide the best possible solution to meet our customers' needs. Once a solution is identified by our staff and approved by the customer, DTS sets up and configures web services to standards established by DTS.

DTS provides maintenance and support of web services once your site is up and running. Support and maintenance includes IIS patch installation and maintenance of DTS standard web services configuration. Maintenance and support agreements become void if the standard configuration of web software has been modified without prior consent of DTS Internet Services Section.

## New Client to DTS

As a new client, your organization will be assigned a Customer Relations Representative who will assist you in completing the steps that are necessary to begin processing.

This includes:

- Executing either an Interagency Agreement or Agreement for Non-State Customers prior to requesting services or proposals.
- Submitting a Request for Service for necessary services or cost proposals for equipment, software and network connectivity.

Your Customer Representative will also provide ongoing support to assist your organization in meeting its business objectives in a cost-effective manner.

## Customer Responsibilities

The customer is responsible for providing a detailed project document that outlines the purpose, objectives, and business requirements of the project. The purpose of the project document is to obtain the information necessary to determine an appropriate solution. In addition, depending upon the complexity of the hosting requirements, the customer may be required to provide additional design and architectural documentation. The additional design and architectural documentation will be at the discretion of the Internet Services Section. If the Internet Services Section determines that there is a need for additional information, the Internet Services Section will provide an outline for these requirements. Once the project document is approved by the Internet Services Manager, the document will then be given to the designated DTS Customer Representative indicating the services, scope of work and estimated project costs agreed with the customer. Once the Customer Representative reviews and discusses the draft service request with the customer, the customer submits an official service request to the designated DTS Customer Representative to initiate the agreed upon work.

Any modifications, additions, or changes will be initiated through an amended Service Request initiated by the DTS Customer Representative. The customer notifies the designated DTS Customer Representative of the requested amended Service Request and the Internet Services Manager provides a draft document that specifies the amended Service Request, and the costs associated with the request. Once the customer reviews and approves the amended Service Request, the DTS Customer Representative updates the official service request to reflect the amendment.

The customer is responsible for the support and maintenance of all web applications that are not under the maintenance and support of Internet Services.

In addition, all content and data is the responsibility of the customer.

## Guidelines When Requesting Content Updates

To better serve our customers, please follow the guidelines below when submitting requests for website updates to DTS Internet Content Support Staff.

### Main Contact

The customer is responsible for having a designated person to submit authorized requests to DTS Internet Content Support Staff. This person will be in charge of approving and sending requests to DTS Internet Content Support Staff and reviewing information on test and production.

Exception: In cases where special circumstances require the customer to appoint more than one contact, a main person will still be assigned and kept informed of all requests sent to DTS Internet Services Staff.

*Each customer will have one primary and one backup contact at DTS Internet Content Support Staff.*

### Submitting Requests via Email

Send all requests via email to the designated webmaster address - i.e., "[webmaster@dts.ca.gov](mailto:webmaster@dts.ca.gov)", that has been assigned to you specifically for this purpose and not to any individual person.

Note: This procedure has been designed to avoid delays and keep track of incoming and/or past requests. Each address includes your DTS Internet Services primary and backup contacts, as well as the Unit Supervisor.

### Response

If you do not get a prompt response (approximately two hours), within business hours (8:00 a.m. - 5:00 p.m.), please call the Internet Services Manager, David Rial at (916) 464-4510.

## Resources

In situations where the customer requests the need to submit by a medium other than email, such as paper, CD or zip disk, it is the customer's responsibility to keep a copy of all sent materials for future reference.

## Request Requirements

### Email Subject Field

Label each email message with a title relevant to the specific request you are submitting - i.e., "January Newsletter page" instead of "New Page". The DTS Internet Support Staff receive many email messages and this simple step will help keep track of your requests.

### Use text only

Do not use formatted text, such as highlighting, font color, italics or html, in the body of your email message. Our email client may not pick up your formatted edits. Explain changes or send instructions as an attachment.

### Provide URL

When referring to an online document, please provide the full URL, not the title - i.e., "http://www.dts.ca.gov/services/default.asp" in place of "the Internet page".

### Be specific

When indicating changes to the body of a document please be precise - i.e., left column, right column, center column, paragraph number, line number, other.

### Third party requests

If you receive a request from someone else in your group, please clarify and summarize the request before sending it to DTS Internet Staff. Please do not forward a message that has been addressed to you and might include irrelevant or vague information.

### Attachments

When attaching documents with your requests, make sure the file extension is part of its name. Also, indicate clearly what you want DTS Internet Staff to do with the attachment, such as convert to HTML, keep as a Word document, convert to PDF, or other. The following file extensions should pass security scan successfully: .doc, .xls, .pdf, .gif.

## **Spell-check and proofread**

It is the customer's responsibility to spell-check and proofread all documents prior to sending to DTS Internet Staff. This includes double-checking for information accuracy and grammar.

## **Copyrights**

It is the customer's responsibility to clear copyright restrictions on any material submitted to DTS Internet Staff for use on the customer's website.

DTS reserves the right to refuse posting any copyrighted material to a customer's website if no permission is granted from the copyright holder. Examples of copyright materials are photographs, clip-art or content extracted from a public website and incorporated to a customer's website without permission.

## Joint Responsibilities (DTS & Customer)

The Internet Services Section works with the customer to provide information that will assist the customer to develop a solution that fits within the standard data center environment.

The Internet Services Section currently only provides support and maintenance of Unix, Microsoft S-IIS, Apache, and Sun software that has been installed and configured by the Internet Services Section internal staff. In addition, any change to the original Internet Services Section standard web software configuration may void DTS' Internet Services Section's support and maintenance. Additional charges will apply if the Internet Services Section staff is required to reconfigure or reinstall web software to standard configurations.

## Service Offering Customer Startup Checklist

- Initial meeting with appropriate DTS Internet Services Staff, along with Customer Representative to determine scope and nature of request
- The customer reviews and approves draft service request language and project cost estimate provided by the Internet Services Manager
- The customer submits an official service request with agreed upon language and cost estimates for service

## Customer Administration Duties Checklist

- Coordinates with DTS Internet Services on any Service Requests
- Maintains web content when requested by customer
- Thoroughly test new web content and code prior to uploading to production
- Maintains user accounts on any web applications
- Coordinates any modifications to standard web software configuration with DTS staff
- Maintains and supports web applications that are not standard to Internet Services environment



## Service Offering Objectives

- System Availability
  - Prime Shift
  - Off Shift
  - Scheduled Maintenance
  - Quarterly Extended Maintenance
  - Emergency Maintenance
- Problem Tracking and Resolution
- Data Backup and Disaster Recovery
- Recovery from Deletion
- Restore Request Process
- Operational Recovery

## System Availability

DTS defines system availability as the ability of a customer to access their web system and site, and use all the functions of their web design. System availability is divided into the following five categories: Prime Shift, Off Shift, Scheduled Maintenance, Quarterly Extended Maintenance, and Emergency Maintenance.

### Prime Shift

Prime shift hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday (excluding state holidays). DTS has established a target system availability of 99% during this timeframe.

### Off Shift

Off Shift hours are considered less critical hours of operations and are from 5:00 p.m. to 8:00 a.m., Monday through Friday and all hours on weekends and state holidays.

### Scheduled Maintenance

Scheduled maintenance is between the hours of 8:00 a.m. on Sunday, and 10:00 a.m. on Sunday and is reserved for maintenance activities to maintain optimal functioning of the DTS Internet Services. During this period, system interruptions and unavailability may occur.

For additional information relating to maintenance schedules, please visit the DTS Customer Guide online at [www.dts.ca.gov/custguide/DTS\\_Customer\\_Guide.htm](http://www.dts.ca.gov/custguide/DTS_Customer_Guide.htm).

### Quarterly Extended Maintenance

Extended preventative maintenance occurs at DTS on a quarterly basis. During this period, maintenance will occur when maintenance activities cannot be accommodated within the normal scheduled timeframes. Customers are notified when extended maintenance will occur through the Change Management Request process.

### Emergency Maintenance

Emergency maintenance occurs when critical system maintenance must be implemented. Customers are notified when an emergency maintenance situation must be implemented.

## Problem Tracking and Resolution

The DTS Service Desk provides customers with a single point of contact that accepts, records, and manages reported problems. In the event of a problem, the Service Desk opens a help ticket and contacts the appropriate DTS support staff. The tracking system details any action taken and provides status updates. The Service Desk tracks the problem until a resolution is reached.

## Data Backup and Disaster Recovery

DTS provides the necessary system backups for web hosting environments in order to guarantee both the integrity of the customer's data, as well as DTS' ability to recover data as needed.

## Recovery from Deletion

DTS performs system backups to guarantee data integrity. DTS also provides enough disk space to preserve a minimum of 31 days of full system backups. In addition, DTS is responsible for monitoring system backup logs to ensure that all backups are successfully completed. If a system backup fails, DTS identifies and corrects the problem to ensure the system(s) is properly backed up.

DTS is responsible for managing and reporting on the following system backup activities:

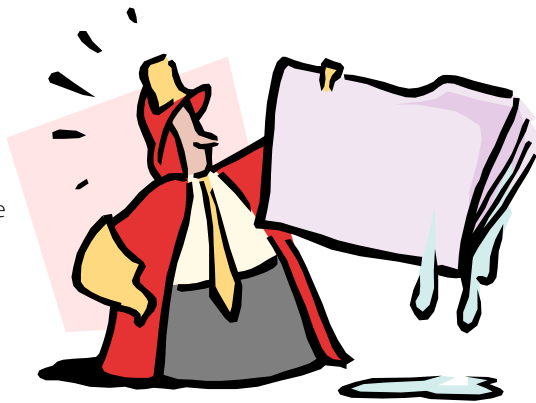
- Manage backup and file rotation; tapes are scratched after 31 days
- Backing up servers prior to any system maintenance procedure for which there is a potential for data loss.

## Operational Recovery

DTS responds to system failures during prime shift in less than four business hours. During the off shift, DTS recovers service from system failures in less than 12 business hours. If DTS has experienced a catastrophic disaster, i.e., destruction of all or part of DTS, the recovery timeframes are reported to the customer as soon as an estimate is available.

## Restore Request Process

- The requestor must obtain authorization from their department's approving authority
- Once authorization is received, the requestor contacts their department's help desk to open a help desk ticket. If no departmental help desk function exists, the requestor contacts the DTS Service Desk at (916) 464-4311 (CALNET 464-4311) to open a ticket.
- The ticket is assigned to the DTS Internet Services Section
- If the requested data is onsite at DTS, data center staff restores the requested data.
- If the requested data is not onsite, the data is requested from off storage through DTS Operations. Once the data is received and restored, the ticket is updated and returned to the Service Desk for customer notification and is closed within five days.



## Getting Help

- DTS Service Desk Process
- Service Desk Priority
- Escalation Process

## DTS Service Desk Process

- The customer contacts the Service Desk.
- A trouble ticket is opened and routed to the appropriate business area if not immediately resolved.
- DTS staff works to resolve incident and update trouble ticket.
- DTS staff keeps the customer updated with the status.
- When incident is resolved, staff from the business unit working the incident notifies the Service Desk.
- The customer is notified about ticket resolution, and the ticket is closed if the customers has no additional concerns.

The Service Desk also provides authorized customers with an automated method to submit Service Desk Incident and Problem Tickets using Remedy online. The Remedy Ticketing System login access and instructions may be viewed at [www.dts.ca.gov/Customers/remedy\\_ticket.asp](http://www.dts.ca.gov/Customers/remedy_ticket.asp). If you need further assistance, please contact the Service Desk.

*DTS Service Desk is available 7 days a week, 24 hours a day by calling (916) 464-4311.*

## Service Desk Priority

- URGENT** - Used for systems down hard, problems with no workaround, mission critical applications, VIP tickets, and tickets that need prompt attention.
- HIGH** - Site is up but being work on, workaround is in place so customer can work, still having problems, ticket has been escalated, customer needs fast response, needs extra attention.
- MED** - Site is up but not fully stable, no time constraints. Customer has workaround, needs some attention.
- LOW** - Site is up and stable, monitoring for errors, awaiting external action like parts or customer reply, minimal attention.

## Escalation Process

- Fay Lynn, Unit Supervisor, Service Desk ..... (916) 464-0287
- David Rial, Section Manager, Internet Services ..... (916) 464-4510
- Ron Onodera, Branch Manager, Engineering ..... (916) 739-7959
- Kathy Saito, Deputy Director, Engineering..... (916) 464-3967

# Reporting Requirements

- Monthly Reports

## Monthly Reports

Standard statistical reports are available for customers who are subscribing to hosting services for our standard monthly fee. A one time set up fee, at the Internet Design and Development hourly rate is charged for this reporting service. Customized reports are available and are developed for the customer at our hourly Internet Design and Development rate.

Standard statistical reports include the following:

- Resources accessed
- Site visitors and demographics
- Site activity statistics
- Technical statistics
- Site referrers & keywords
- Site visitors, browsers & operating systems platforms

## Pricing

- View DTS' Rate Schedule online at:  
[www.dts.ca.gov/customers/rates.asp](http://www.dts.ca.gov/customers/rates.asp)

# Glossary

## Definition Statements

### **Base Storage**

Base storage is the amount of disk storage included in the base price of a service.

### **Data Transfer**

Data transfer is the amount of data transferred to and from a site or application.

### **Dedicated Hosting**

Dedicated hosting is the business of hosting websites and applications on a dedicated server for customers. The customer has the option of leasing a web server from the DTS for their specific web hosting business needs.

### **Dedicated SQL Hosting**

Dedicated SQL hosting is a service where only one customer uses a server resource to host one or more of their own databases.

### **DNS Registration**

Domain Name Server registration is the registering of a website name in a directory that allows for users to locate the site.

### **Domain**

A domain is the name provided to locate a website on the Internet.

### **Gigabyte (GB)**

A gigabyte is a unit of measurement for computer storage capacity equal to approximately one billion bytes.

### **Internet Information Services (IIS)**

Internet Information Services is the Microsoft software used on web servers to render and serve up web-pages and applications to users that request them.

## **IP Address**

An Internet Protocol (IP) address is an identifier for a computer on a TCP/IP network.

## **ListServ**

ListServ is L-soft International's software application for email distribution services.

## **Megabyte (MB)**

A megabyte is a unit of measurement of computer storage equal to approximately one million bytes.

## **Web Hosting**

Web hosting is of housing, serving, and maintaining information for one or more websites.

## **Shared Web Hosting**

Shared web hosting is a service where multiple customers share the same web server environment for their web hosting business needs.

## **Shared SQL Hosting**

Shared SQL hosting is a service where multiple customers share the same server resource, each with their own instance of a SQL database.

## **SQL Database**

An SQL (often pronounced "SeeKwall") database is a Microsoft database that supports Structured Query Language (SQL)

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